

New water and wastewater service lines are installed by the customer and maintained by Austin Water. Plans must be prepared by a [Texas Licensed Professional Engineer](#) and submitted to Austin Water's Tap Plan Review Team for review and approval prior to installation.

WHERE DO I START?

Start by contacting [Austin Water's Taps Office](#). The Taps Office will verify the availability of water and wastewater services. They will inform you if engineered tap plans are needed or if you can reuse existing service lines

HOW DO I REACH AUSTIN WATER'S TAPS OFFICE?

Austin Water's Taps Office has two locations: 505 Barton Springs Road and 625 East 10th Street, Suite 200. They can be reached by calling 512-972-0000 ext. 4 or emailing [AWUTAPS](#).

CAN I KEEP MY EXISTING WATER SERVICE LINE?

Qualifying residential customers with 4.5 bathrooms or less and 48 fixture units or less may be able to retain their existing water service line, please contact the Austin Water Taps Office for more information.

CAN I KEEP MY EXISTING WASTEWATER SERVICE LINE?

Qualifying residential customers with two or less structures on a lot may be able to retain their existing wastewater service line, please contact the Austin Water Taps Office for more information.

HOW DO I KNOW IF I NEED TO HIRE AN ENGINEER?

You will need to hire a [Texas Licensed Professional Engineer](#) if you need a new water meter for a commercial site with an existing site plan or if you need to install or replace a service Line.

HOW CAN I FIND A TEXAS LICENSED PROFESSIONAL ENGINEER?

A list of professional engineers in the Austin area can be found at [Texas Board of Professional Engineers*](#)

WHO CAN INSTALL SERVICE LINES OR WORK IN THE RIGHT-OF-WAY (ROW)?

Only licensed ROW contractors can install service lines and work in the Right-of-Way.

HOW CAN I FIND A LICENSED RIGHT-OF-WAY (ROW) CONTRACTOR?

A list of registered ROW Contractors can be found at [City's Development Service Department *](#)

WHO WILL REVIEW MY ENGINEERED TAP PLAN?

Tap plans are reviewed by Austin Water Tap Plan Review Team, they can be reached at 512-972-0202 or emailing [TAP_PLANREVIEW](#).

HOW LONG WILL IT TAKE TO HAVE MY PLANS REVIEWED?

Austin Water's review time for new tap plans is about 28 days.

IS THERE A TAP PLAN REVIEW FEE?

Tap plan review fees are not being collected at this time.

WHAT IS THE DIFFERENCE BETWEEN SERVICE LINES AND YARD LINES?

[Service lines](#) require a right-of-way (ROW) permit and are installed by a licensed ROW contractor. They begin at the main and end at your property line. [Yard lines](#) connect your building to the service line; they are installed by a licensed plumber and require a plumbing permit.

AM I RESPONSIBLE FOR MANTAINING BOTH SERVICE AND YARD LINES?

No, Austin Water is responsible for maintaining service lines. Property owners are responsible for maintaining and replacing yard lines.

**This link is provided as a resource without endorsement by the City of Austin.*